



# BULLETIN

Volume 8, Issue 6

November, 2002

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## Risk Management Division:

### General Information:

(701) 328-6514  
rheller@state.nd.us

### Loss Control:

(701) 328-6512

### Workers Compensation:

(701) 328-6513

### Office Fax:

(701) 328-6515

### Website:

[www.state.nd.us/risk/](http://www.state.nd.us/risk/)

## Risk Management Division Mission Statement

*To protect the assets of the State of North Dakota - its people, property, and financial resources - so that the State can continue to meet its obligations to its citizens.*

## On-Line Training

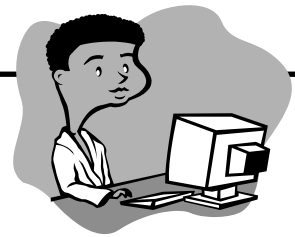
**A**s of September 2002 state employees have been able to access an online training program on **Substance Abuse**, one program for Supervisors one for Non-Supervisors. In October an **Ergonomics** module was added.

Successfully completing this training meets the training requirements for qualifying for the associated discount programs. While hopefully this proves to be a convenient tool, State entities are not mandated to use this training to meet the discount training qualifications.

In November, a module entitled **Safe Van Operations** was added to the site. This training is targeted for operators of State vans. While this training contains information on the safe operation of 15 passenger vans, it is not intended to replace the 15 passenger van training recently instituted by State Fleet.

This online training program offers unlimited possibilities to assist you in your training program. Trainees are

tested for comprehension at the end of the training. It is not intended that the testing will result in a designation of pass/fail. Rather, trainees are encouraged to review the material to ensure they can accurately answer the posed questions.



The program offers the ability to track successful completion by your employees. Therefore, if your entity is currently presenting any type of

training that requires documentation, that training can be incorporated into this online training program, accessed by your employees at a time convenient for them to complete the training, and a report of the names of employees successfully completing the training can be provided to you upon request.

training can be provided to you upon request. Contact Derek Watkins at 328-6513 for further information.

We will continue to develop training opportunities with this program. Watch for updates in future Bulletins.

# Continuum of Government (COG) Update



## Loss Control Tools

Try as we might, we cannot prevent ALL slip and falls on the snow and ice that are a part of winters in North Dakota. However, there is still plenty we can do to *prevent* these incidents and properly address them *after* they occur.

First, we must know who is responsible for snow and ice removal at your facility. If the facility is leased, the lease agreement should identify the responsible party, usually the landlord. *However, your employees, need to monitor conditions and possibly supplement the landlord's efforts by scattering ice melt or clearing walkways to ensure walkways and parking lots are adequately cleared if conditions change during working hours and until the responsible party can respond.*

If the State entity has the responsibility of snow and ice removal, policies and procedures for the process should be adopted, communicated to responsible employees, and complied with. Contact this office if your entity needs help implementing this process.

If, despite all your best efforts, a slip and fall occurs involving either an employee or a visitor, would your employees know the incident reporting procedures and requirements or even whom to call to get that information?

*Prompt reporting is critical.* Late, inaccurate, or a complete lack of reporting can result in the denial of workers compensation coverage, further injuries, or can jeopardize the defense of a claim or lawsuit.

Your entity Risk Management Contact should be notified of the incident immediately after it occurs

**What has occurred?** The State's COG Team has met three times since Governor Hoeven issued his directive that the State and all State entities develop COG Plans.

The State Team has developed an initial Plan for State operations. That Plan will be enhanced by information garnered from the individual entity Plans.

In order to ensure the continuum of government process for North Dakota stays on track, the State Team set target dates for reporting to the Risk Management Division. Those dates were—November 1, 2002 for State entities to report the makeup of its COG team, and a list of its essential services, and December 20, 2002 to submit its initial COG Plan addressing identified essential and vital functions.

During the period of January through April 2003, the State Team will review the entity Plans and determine the next phase in the process.

The spring 2003 Risk Management Seminar will focus on the COG Process in North Dakota and provide direction for enhancing and testing the individual entity Plans.

**What should entities be doing now?** Work to develop your entity's Plan. The draft filed with Risk Management in

December should address your identified essential and vital functions. We recommend that your COG team work with personnel not on the team to get input and "outside-of-the-box" information to ensure your Plan will be sufficient to address any scenario that may occur.

Once the initial Plan has been drafted, communicate the information it contains to all of your employees. They need to be aware of what functions you have identified as essential and vital, how they are to be performed in the event of a disaster, who will be responsible to ensure they are performed, and where they will be performed.

Note, the State has established a relocation team to assist entities if alternate location(s) sites are not available in the event of a disaster. To facilitate these services your COG Plan should specify space needs to provide essential services.

Also note (as discussed during the November 7 presentation) make sure those employees you have designated as essential personnel are willing to act in that capacity, are not aware of any conflicts that will prohibit them from fulfilling that responsibility, and that you have designated backups in the event unforeseen events make it impossible for them to fulfill that commitment.

(continued on page 3)



### To The Web Site

You will want to check out a new section added to the Risk Management Web Site! We have begun, and will continue to develop, a *Frequently Asked*

*Questions* (FAQs) section. We have started the section with the topics of *Incident Reporting* (covering both Risk Management and Workers Compensation) and *Vehicle Coverage* based upon the questions frequently received by our office. These will be useful tools for reference and to share with employees for training.



or as soon as a staff member is notified. If the individual has serious injuries, contact the Risk Management Division immediately.

The Risk Management Incident Report, SFN 50508, must be filled out completely – by a State employee, preferably the person with the most or first hand knowledge of the event, i.e. the first person notified, the person who inspected the scene, etc. This form is not to be filled out by the injured person. This is the State's opportunity to record the facts based upon our investigations and information.

It is important for someone to actually visit the site and record the conditions where the incident took place – digital pictures work very well to preserve documentation of the condition of the site. It is also important for someone to visit the site in the event that an unsafe condition needs to be corrected. This gives us the opportunity to make any necessary corrections immediately. Several other important points of information to note for the incident report includes: the weather conditions (currently and at least a day prior); the foot-wear of the injured person; anything significant about the injured person, such as something that would indicate he/she was rushing or running; if the person was carrying heavy or bulky items affecting his or her balance, etc.

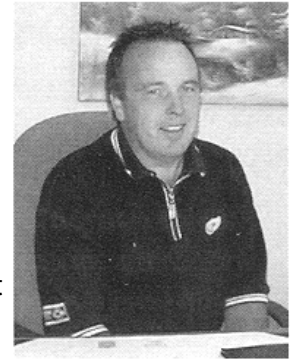
For more information on incident reporting, contact our office and/or see the FAQs on Incident Reporting on our web site.

## Discount Programs



Have you filed a copy of the Minutes your Loss Control Committee's October meeting with Risk Management to document the Committee's activities as they pertain to qualifying for the RM Fund and RMWCP discounts?

## Derek Watkins, CPHRM



We are proud to announce that Derek Watkins, the State's Risk Management Workers Compensation Program Manager has earned the designation of Certified Professional in Healthcare Risk Management from the American Hospital Association Certification Center.

To earn the CPHRM, an individual must satisfy eligibility requirements that incorporate a blend of work experience and education, agree to adhere to Professional Standards of Conduct, and pass the CPHRM examination. The CPHRM Examination tests knowledge required of a competent healthcare risk manager in the areas of Loss Prevention/Reduction, Claims Management, Risk Financing, Regulatory/Accreditation Compliance, Operations, and Bioethics. The CPHRM Program supports the community of healthcare risk managers and is designed to provide an objective and rigorous assessment of professional knowledge.

Congratulations, Derek! Well done.

(continued from page 2)

Employees should know that the Plan you submit in December is an initial Plan draft, that it will be enhanced and revised to include all functions of your entity, and that they will be kept informed of the process as it develops.

**Tools to assist you in the COG process.** To date the State Team has developed, and the Risk Management Division has distributed via the COG Listserve, a State Plan Template (Continuum of Government Plan) and an instructional document (Process to Assist North Dakota State Entities in Developing a COG Plan) to assist in working with the State Plan Template. (*Remember, your Entity's plan does not have to conform with the format of the referenced State Plan Template but must contain the information required to complete the Template form.*)

These documents can be found on the Risk Management Division's

website ([www.state.nd.us/risk](http://www.state.nd.us/risk)) under the COG button.

On November 7 a training session was held on the process of developing the individual entity COG Plans and to address questions our office has received. That session was videotaped and can be accessed on the Risk Management Division website.

Note, included on the Risk Management website is information and a form ITD has provided of suggested steps an entity should take if they are relying on ITD for their IT backup and restoration. The form includes instructions to use while developing your Plan as well as instructions for contacting ITD in the event of an occurrence.

The revisions to Section 4.6-1 of the Risk Management Manual included with this Bulletin documents the steps the State is taking to formalize its COG process.

## Risk Management Division

Wells Fargo Bank Building, Suite 613  
400 East Broadway Avenue  
Bismarck ND 58501

### CHECK IT OUT!!

Please check your address label.  
Report any corrections to our office.

## BULLETIN

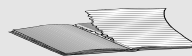
### Attorney General's Publication - Liability of State Employees in North Dakota



Enclosed with this Bulletin find a copy of the pamphlet Liability of State Employees in North Dakota, drafted by the office of the Attorney General. The pamphlet is a designed to be a quick reference to advise State employees of the protections available to them as well as their obligations should they become involved in a lawsuit.

Provide a copy of this pamphlet to any employee requesting information concerning this issue. Additional copies will be made available upon request. The pamphlet has been published on our web site and can be downloaded.

### Risk Management Manual Revisions



#### Remove Pages:

4.6-1 through 4.6-5  
9.7-8

#### Replace with Pages:

4.6-1 through 4.6-12  
9.7-8

### *Risk Management Division Website Features*

Visit our website at [www.state.nd.us/risk/](http://www.state.nd.us/risk/) for standard and updated features including:

- ◆ COG Information
- ◆ Discount Application Forms
  - \* RM Fund (SFN 53424)
  - \* RMWCF (SFN 53425)
- ◆ Emergency and Disaster Procedures (Pages 4.5-1 through 4.6-5)
- ◆ Facility Audit and Inspection Checklists (Page 4.3-1)
- ◆ Facility Use Agreement Form (Page 5.2-2)
- ◆ FAQs on incident reporting and vehicle coverage
- ◆ On Line Training
- ◆ Personnel e-mail and telephone directory
- ◆ Risk Management Bulletins
- ◆ Risk Management Manual
- ◆ Reporting Forms (following page 3.5-1 of the manual)
  - \* Incident Report (SFN 50508)
  - \* Notice of Claim (SFN 50552)
  - \* Motor Vehicle Accident Report (SFN 51301)
  - \* Destruction Hold Notice (SFN 52376)
- ◆ Waiver Forms (Pages 5.2-3 & 4)